

Chill

**Chill Insurance – Retrieve/Resume
Quote Journey User Guide**

A. What This Does

If you started a quote and didn't finish, you can return later and continue from where you left off.

B. What You'll Need

- ✔ The retrieve link sent to you by email and SMS, and
- ✔ Either your Date of Birth or your Vehicle Registration (as requested on screen)

C. Step By Step

Open The Retrieve Link

- Click the link from your email or SMS.

Confirm Your Details

- Enter the requested information (either Date of Birth or Vehicle Registration) to access your saved quote.

Resume Your Quote

- You'll be brought back into the quote journey and can continue where you left off.

Review and Continue

- Check the answers shown on screen and complete any remaining steps to get your quotes and proceed to purchase.

Driver & Policy Details

- Start date, licence info, years driving, claims/convictions/points.
- Select Continue

Common issues

- Details not accepted: make sure the Date of Birth matches the person who started the quote, or the registration matches what was entered.